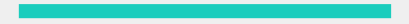




**EHMA 2023**

**Sustainable health management:**  
designing solutions for evolving and complex health systems

5 - 7 June 2023 - Rome, Italy



# The Italian National Portal for the Transparency of Health Services

PRE-CONFERENCE WORKSHOP

“Accountability and transparency of health services:  
building tools that work for person-centred health systems”

Fabrizio Carinci, Executive Analyst – AGENAS, Rome, Italy



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# Objectives

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- **The main objective of the "National Portal for the Transparency of Health Services" is to reduce the imbalance between users, health professionals and decision makers, in terms of information regarding the availability, characteristics and quality of care of health services provided across the country.**
- The project is funded by the Next Generation EU Program of the European Commission, the National Recovery and Resilience Plan (PNRR), Mission 6, Health. The budget granted covers a total expenditure over 2022-2025 of 25Mn€.
- AGENAS, as a coordinator of the project (implementing body), will engage three different types of recipients in a five-year collaboration: **a) users; b) healthcare professionals; and 3) decision makers.**

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## Personal answers

**The Portal for the Transparency of Health Services aims to answer the following personal questions:**

- What is the most updated knowledge regarding my specific health problem?
- What are the services needed to solve my problem?
- Are these services available from my preferred provider? What other options could I possibly consider?
- Does the chosen provider meet the expected standards of quality of care, and how does it compare to other possible alternatives?
- How can I contribute to evaluate the quality of the service received by the provider, through my opinion?





# Means of delivery

## **The Portal will respond to these questions:**

- at any time
- from any place
- through the main existing devices

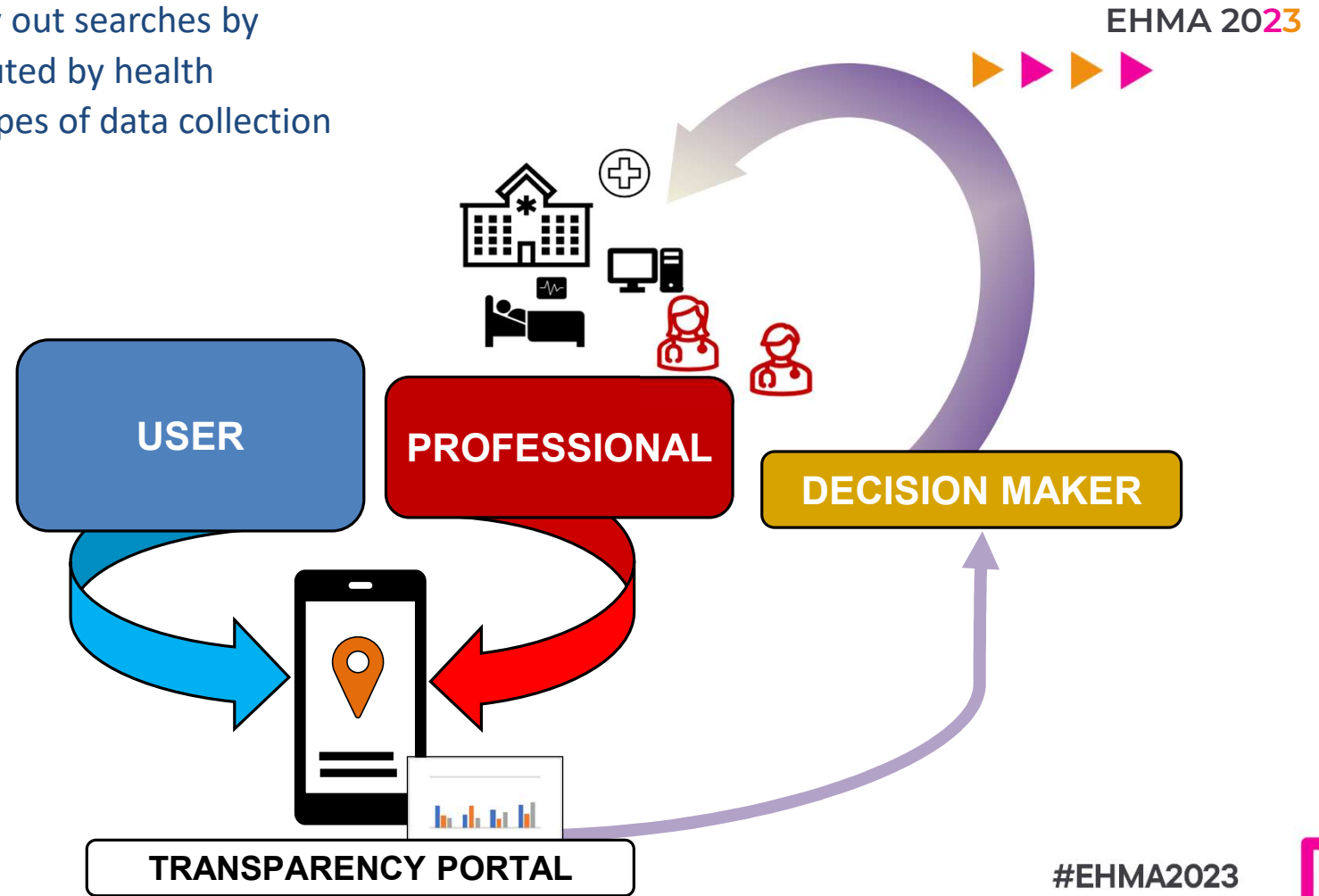


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# Transparency cycle

- "users" browse the Portal to carry out searches by keywords, obtaining data contributed by health professionals through different types of data collection (administrative records etc)
- "health professionals" contribute to the development of a national framework for the routine evaluation of healthcare performance using quality indicators e.g. those provided by the National Outcomes Programme (PNE).
- "decision makers" can use indicators and parameters available at the Portal to enhance accountability and improve the system through appropriate organizational changes.



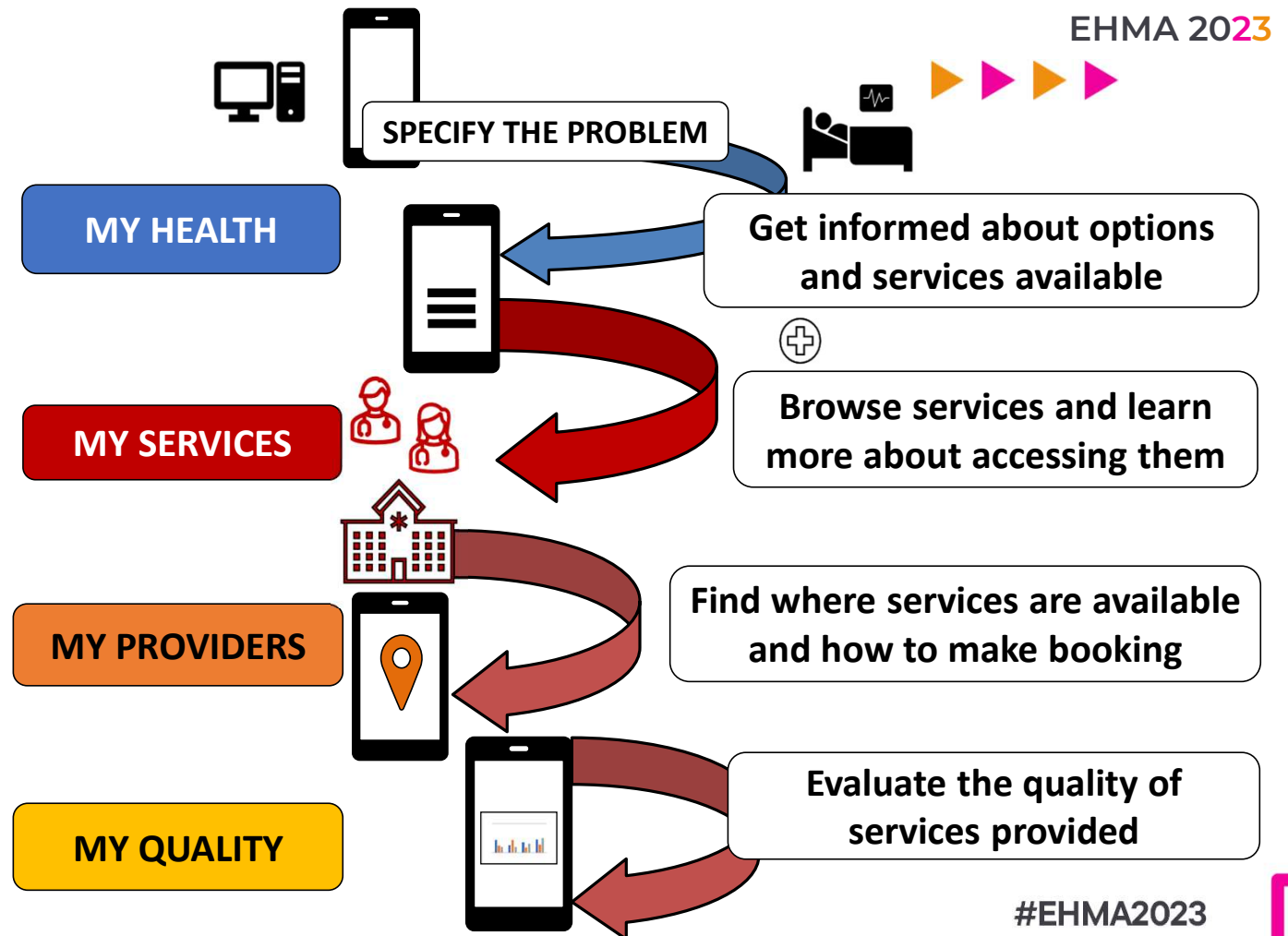
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# Sections of the transparency portal

The **Portal** will be divided into sections focusing on specific activities carried out by different working groups, some of which already operate in the Italian NHS, and others that will be specifically created for the purpose of informing the public.

The **information infrastructure** of the Portal will be underpinned by the direct collaboration of a range of institutional sources e.g. the Regions and Autonomous Provinces, which will be directly involved in the construction of the Portal.

The **different sections** will provide text, data and indicators that will help users find answers to their personal care needs.

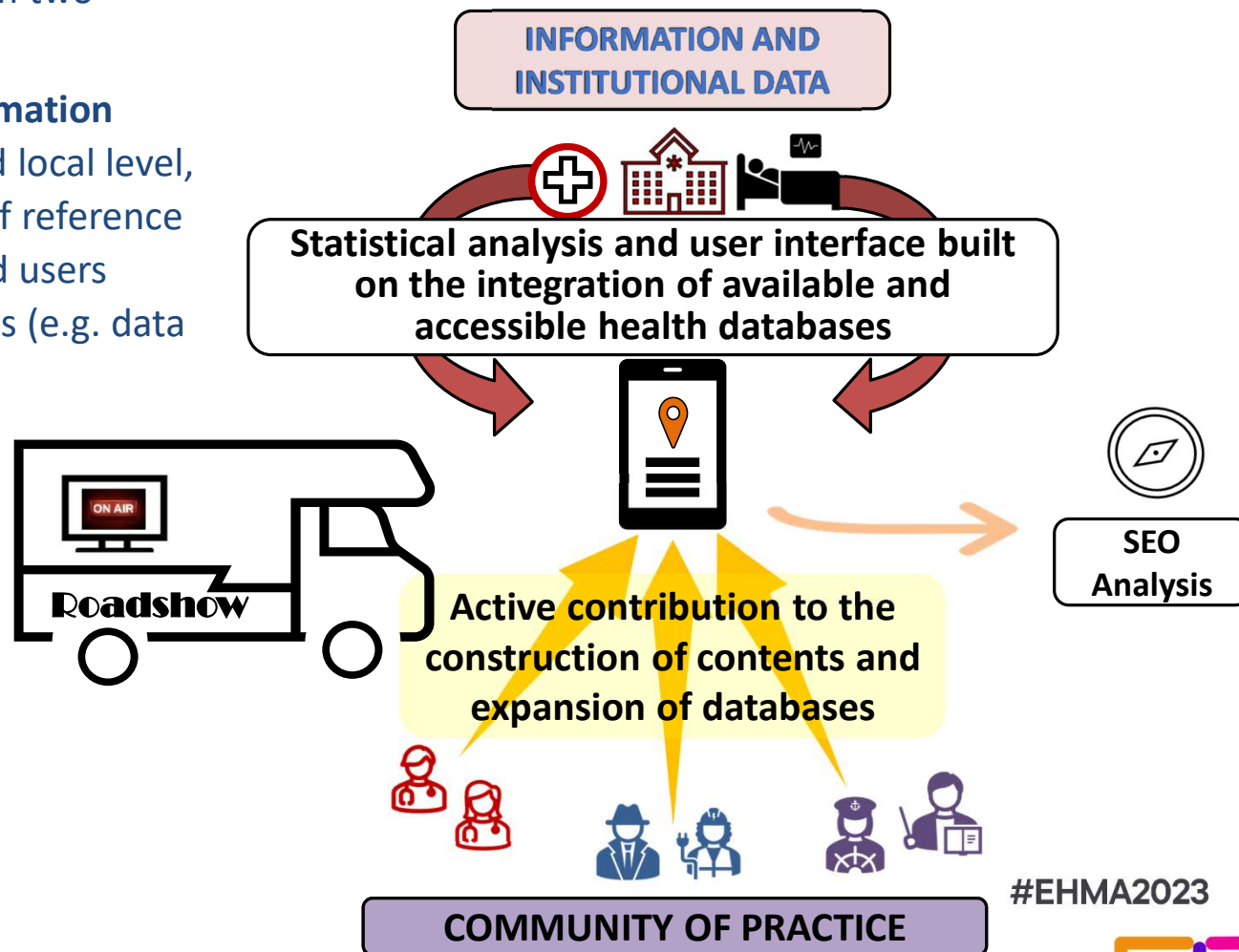


# Strategy of the transparency portal

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The Portal will pursue its objectives through two innovative approaches (Figure 3):

- **integration between the different information sources** existing at national, regional and local level, through the creation of a unique point of reference that will connect a plurality of accredited users through common tools and specifications (e.g. data model, etc)
- **active involvement of different types of "expert" users**, who operate in different clinical and/or institutional contexts, managing data and information that can be useful to orient the public towards the best available evidence and health services.

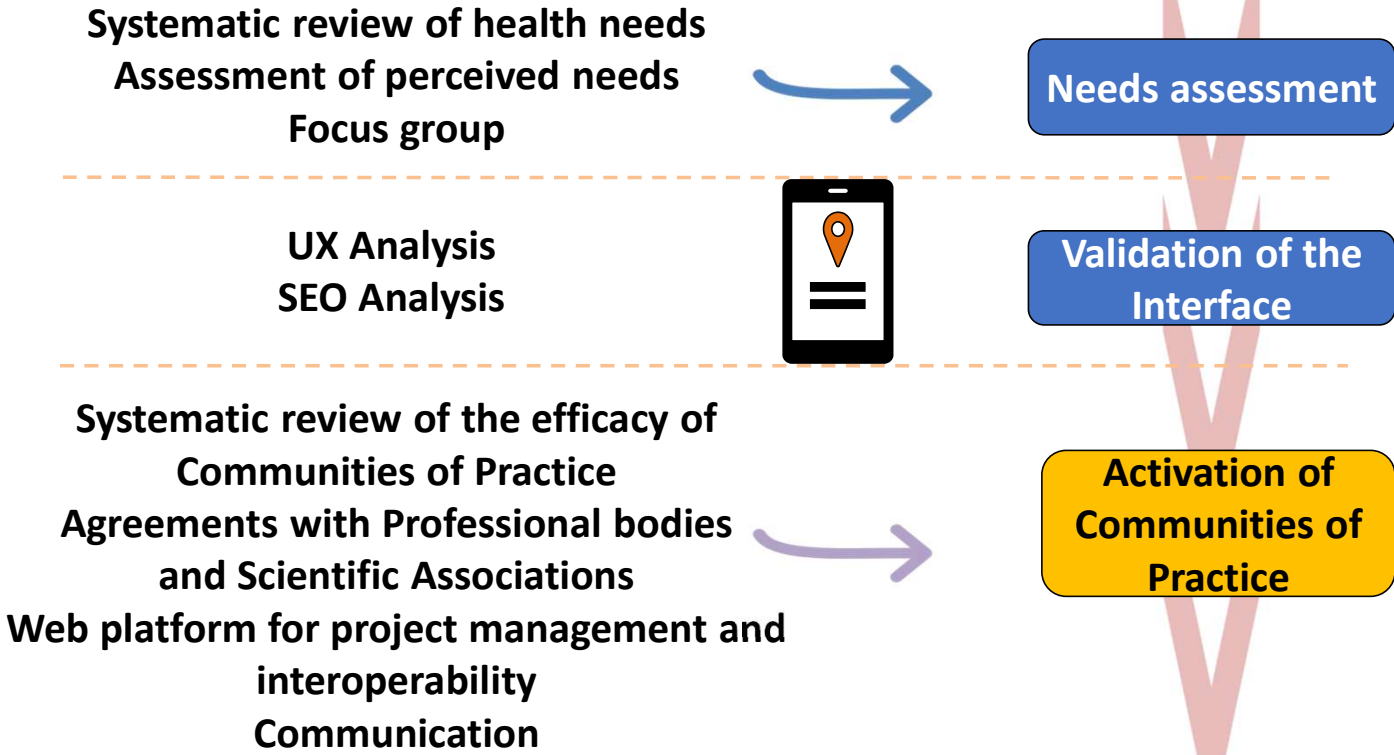




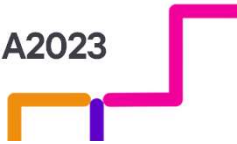
# Methods of the transparency portal (1)

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The construction of the Transparency Portal involves the **planning and progressive application of tools and methods** derived from various fields of social sciences, information, statistical sciences and information technologies in the health field.



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# Methods of the transparency portal (2)

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The Portal envisages the use of flexible and customizable **visualization of statistical results** through tools for different types of users, e.g.:

- a) graphic tools of immediate understanding for the general public e.g. **infographics**;
- b) multidimensional indicators for **professionals and decision-makers** (treemaps, starplots, etc);
- c) summary graphics for "intelligent" data reading (performance intelligence), through the full integration of the National Outcomes Programme (PNE)

Smartphone App  
Interoperability System  
Chatbot



IT Technology

Data dictionary  
Backoffice  
Open data



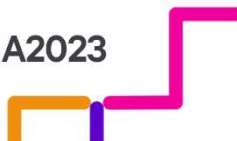
Database  
Integration

Infographics  
Multidimensional Evaluation  
Customization of composite indicators



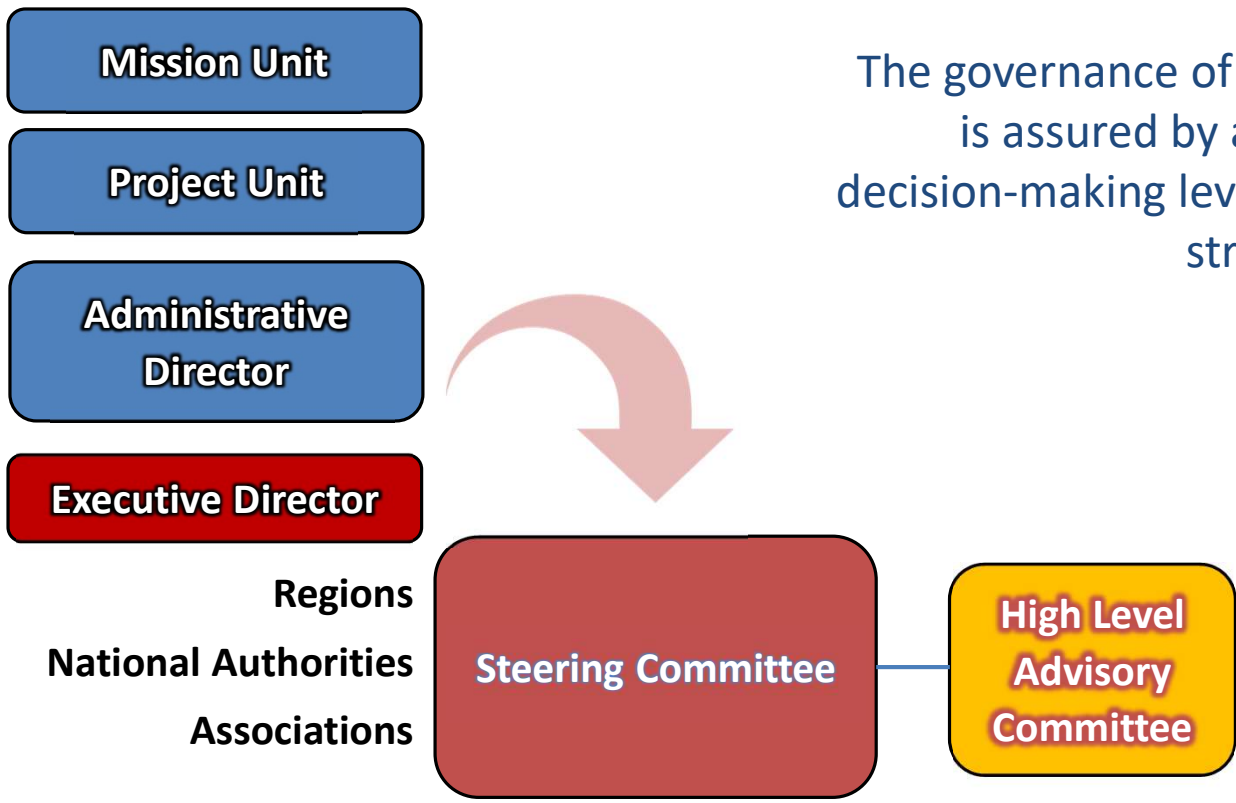
Performance  
Intelligence

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# Governance of the project

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# Person-centred approach

Navigation tree with a naming theme based on “My” personal interests

Free text search present in all sections

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Ministry of Health

Portal for the transparency of health services

Follow us on: f t y

Home My health My services My providers My quality My news My portal

What are you looking for

mental health

Graphical and textual contents

## insights



### [Mental health](#)

Salute mentale Introduzione Disturbi psichici  
Disturbi dello spettro autistico Disturbo specifico  
dell'apprendimento Disturbo da deficit di



### [Self-sufficiency and dementia](#)

Non autosufficienza e demenza senile MALATTIA  
DI ALZHEIMER Introduzione Prestazioni garantire  
dal SSN Trattamento assistenziale Trova strutture



### [Palliative care](#)

Cure Palliative Introduzione Prestazioni garantite  
dal SSN Trattamento terapeutico assistenziale  
Accesso ai farmaci Trova strutture Introduzione

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# Location location location

Search text for major health problems directly links to a simple explanatory page, including a list of providers within a certain distance, showing their characteristics and relevant health care quality indicators

Ministero della Salute | Portale della trasparenza dei servizi della salute | Agenas | ENGLISH

Portale della Trasparenza: Trova Strutture versione beta

Home Hospital Care Territorial Care Guide To The Service Glossary Overview

## Find the health center closest to your needs

hip|

hip prosthesis (Musculoskeletal system)

for.

For example: if you are looking for a facility for “hip replacement surgery”, write the word “hip” or if you want more information on eating disorders, write “nutrition”

Your doctor will take care of your health problem and will support you in making conscious choices about the treatment path to follow. Contact him/her for all the information you need for your health needs

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## Hospital Care

The “Find a health center” tool provides you with information and data useful for the research of the treatments provided by public and private accredited hospitals

Hospital services are grouped into clinical areas: in each of these facilities there are some of the services and/or interventions that do not have an urgent character and they can be scheduled.

**Your general practitioner will support you in the most conscious and reasonable choice. Contact him for all the information you need for your health needs**

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# Evaluating quality and distance

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**Portale della Trasparenza - Trova Strutture** versione beta Nuova Ricerca Ministero della Salute Portale della trasparenza dei servizi della salute Agenas

### Hip Prosthesis

(Knee Replacement Surgery: Readmissions Within 30 Days(%))

Numero di strutture visualizzate: **565**

Gli Ospedali/Strutture elencate sono aggiornati al 31 dicembre 2020

Gli Indicatori sono valorizzati sui ricoveri riferiti al 2020

Informazioni generali **Indicatori e Servizi** Lista Strutture Filtra

This section aims to provide citizens, in particular people over 65 years old who often have a degenerative pathology affecting the musculoskeletal system, information relating to the health facilities present on the regional and national territory, which they can contact. It is important to know that there are indicators developed by the Italian National Healthcare Outcomes Program (**Programma nazionale esiti - PNE**), carried out by AGENAS on behalf of the Ministry of Health, which provide information on the number of interventions and their outcomes.

For hip prostheses, the indicators considered are those relating to the **number of interventions per year**, the **percentage of hospital readmission**, that is hospitalization, after 30 days from discharge following the intervention and the rate of revision of the surgery within two years.

The greater the number of surgeries performed by the healthcare centre, the greater the experience that the staff can boast.

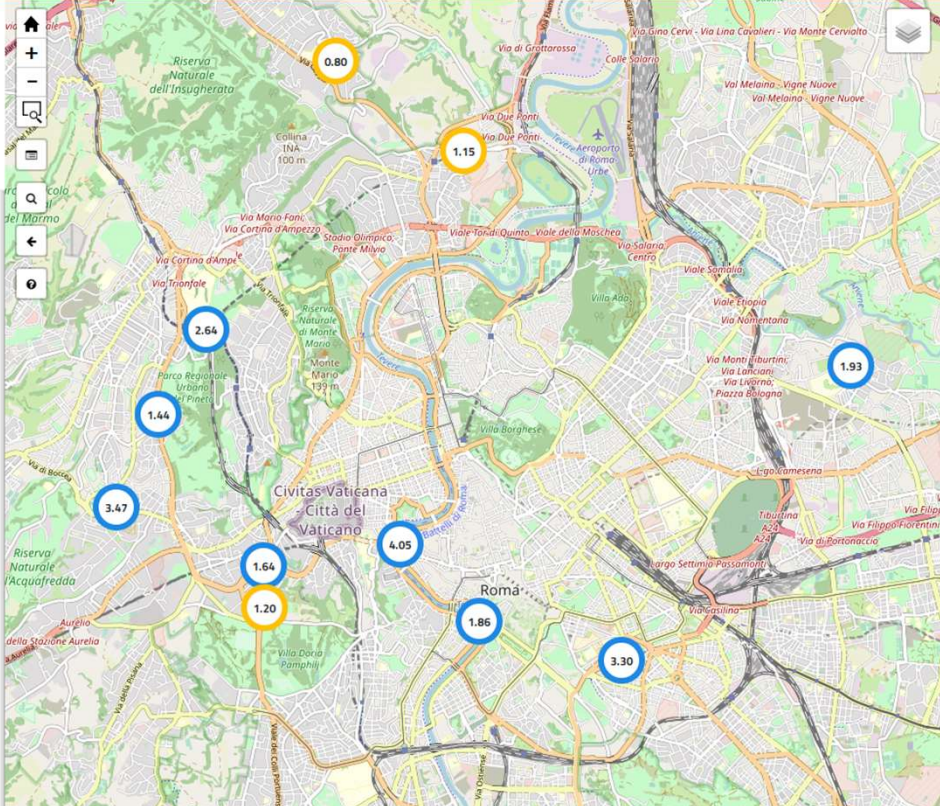
Readmissions 30 days after hospital discharge are a possible indicator of the quality of short-term care., while the revisions after 2 years from the intervention are a possible indicator of assistance in the medium / long term.

National legislation (which refers to Ministerial Decree n.70 of 2015) has identified the percentage of 1.6-1.8% as the threshold for readmissions within 30 days after hip replacement. As regards the number of interventions for the pathology described, the legislation refers to at least 100 interventions per year.

The "Find a healthcare centre" tool (TrovaStrutture) has been designed to provide you with as much information and services - available in public and private affiliated hospitals - as possible. In the "Healthcare centre details" section you can check, for each centre, the presence of the "Transfusion Centre" services and the "Resuscitation Service". These services increase the timeliness of care in the event that the patient needs blood and/or intensive care, thus avoiding the possible increase in criticalities related to the surgical interventions the patient has undergone.

Your doctor can assist you in making the most informed and responsible choice.

Contact him/her for all the information you need for your health needs.

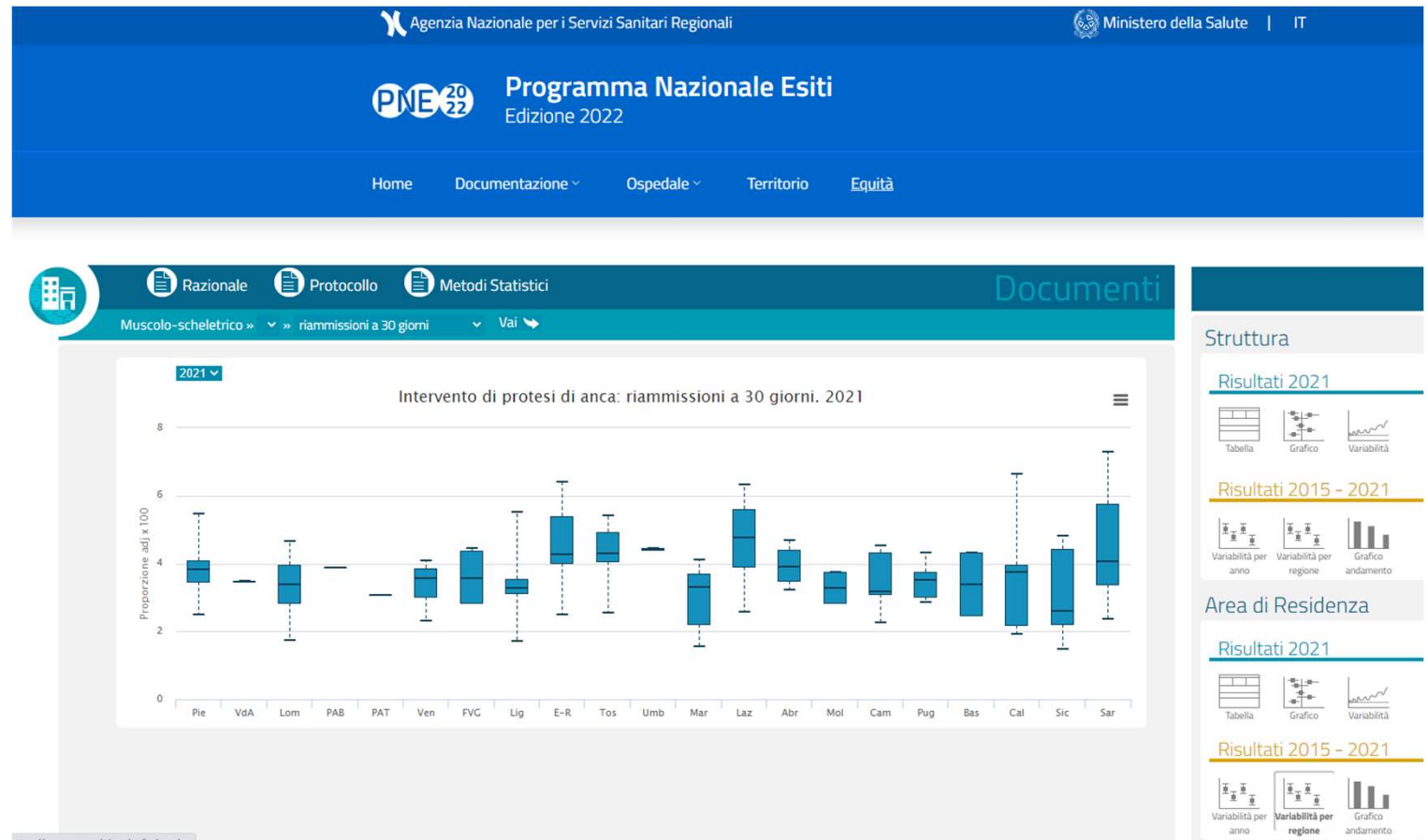


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# Integrating analytical reports

Integration of technical material e.g. the Annual Report of the National Outcomes Program will allow broader dissemination, through new forms of user-friendly visualization

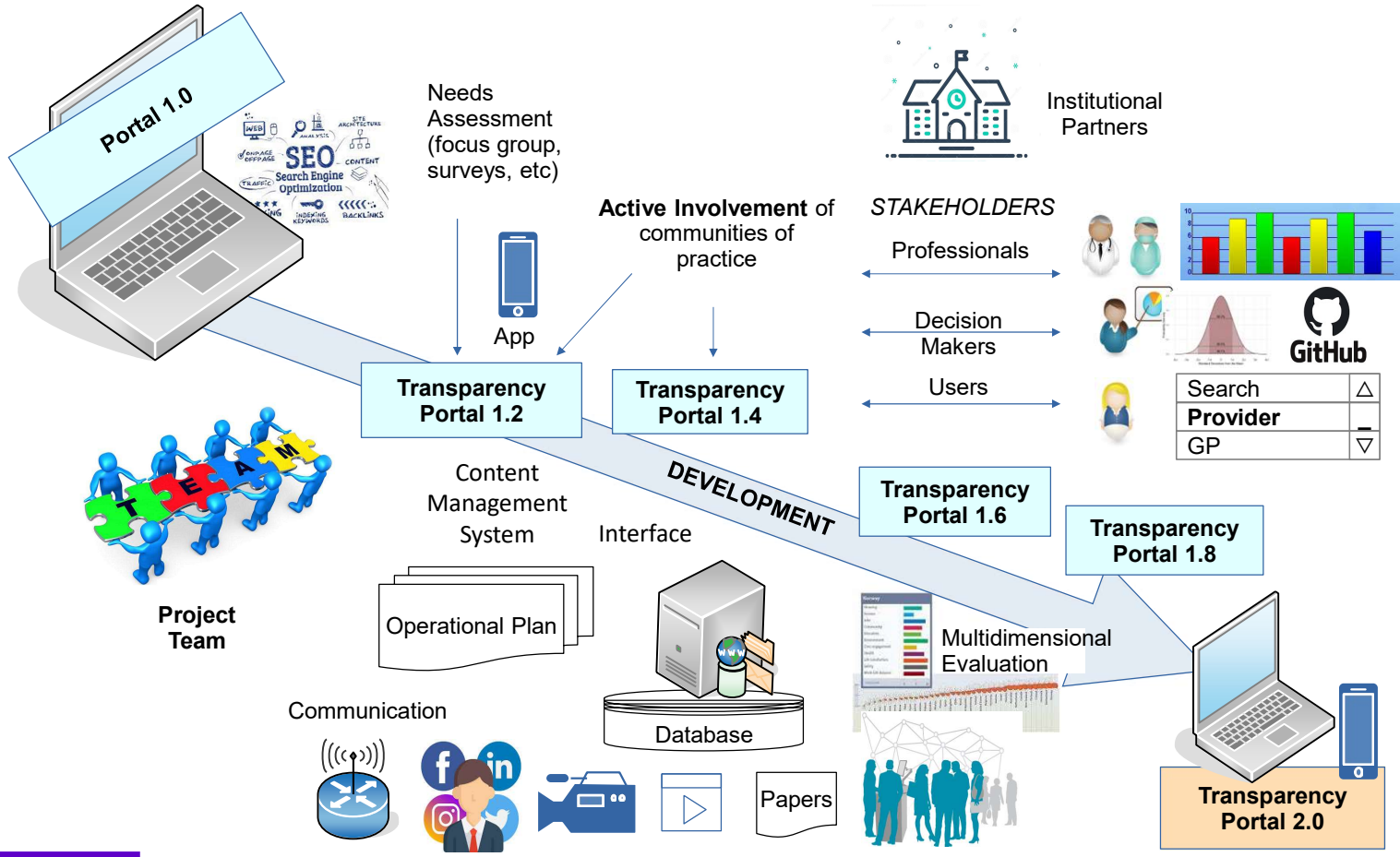
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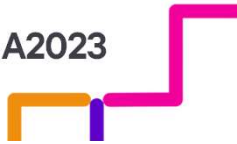
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# The workplan

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This work is based on the abstract submitted to EHMA 2023:

**“A collaborative platform for person-centred information on health care availability, quality, and outcomes: the Italian National Portal for the Transparency of Health Services”**

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# Thank you!

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